

U.S. Application No. 09/775,575

Amendments to the Specification

Please replace the paragraph at page 16, lines 9-24 with the following amended paragraph:

In step 118, information stored in a data base 119 is retrieved in order to create an answer to the information of the inquiry whose contents have been confirmed. In the data base-retrieval process (step 118), the retrieving is carried out so that an answer which is most suitable for the contents of the inquiry, is selected from among answers stored in the data base 119 in advance. Next, in step 120, an answer to the inquiry sent from the user is created based the result of the retrieval performed in step 118. Here, in step 121, it is possible to translate the created answer to a foreign language answer as the need demands. In step ~~123~~122, the answer created in the answer-creation process (step 120) is sent to the user via the telecommunication network. Lastly, in step 124, the user receives the answer sent from the information service furnisher-is received. Thus, the user can obtain an answer document 125 to his inquiry.

Please replace the paragraph at page 18, line 17 – page 19, line 7, with the following amended paragraph:

In the following, an embodiment of the processing in which technical information of the power plant is obtained, will be explained. If the user intends to obtain technical information such as a design specification, a design drawing, etc., by inputting a request for the technical information via the communication terminal in

U.S. Application No. 09/775,575

Step 141, the request for technical information is sent to the information service furnisher in step 142. In step 144, the information service furnisher confirms the contents of the technical information request which has been ~~receive~~received by the web server in step 143. In step 145, technical information stored in technical information data base 146 is retrieved so that the technical information requested by the user is selected. Further, in step 148, the user receives the technical information sent from the information service furnisher. Thus, the user can obtain the technical information requested by him in step 149.

Please replace the paragraph at page 21, line 25 – page 22, line 7, with the following amended paragraph:

Next, the case wherein the retrieval menu is selected in the menu-selection picture in step 004, is explained below. If the retrieval menu is selected, a retrieval information-input picture is first displayed in step ~~044~~020, and the user selects one of the retrieval concerning the history of ~~inquires~~inquiries sent from the users and the retrieval concerning the history of answers to the respective inquiries sent to the information service furnisher, in step ~~054~~021.

Please replace the paragraphs at page 22, line 8 – page 23, line 1, with the following amended paragraph:

If the retrieval concerning the history of ~~inquires~~inquiries is selected, by inputting the retrieval conditions such as names of objects such as components,

U.S. Application No. 09/775,575

parts of a component, or ~~an time-a time~~ interval in the history, in step 052022, in Fig. 7, ~~a flow chart of processes performed by the information service furnisher in order to create an answer document while using the answer system 12 for the information service furnisher, is mainly shown. That is, the processes performed by the information processing program (2) 14 shown in Fig. 1, are shown in detail in Fig. 7:~~ the information in the inquiry history, which accords with the input retrieval conditions, is selected in step 053023. Here, as the result of the retrieval, it is possible to output the inquiry history information along with the answer history information corresponding to the inquiry history information. Further, in step 054024, the history information is stored in the data base as the need demands. Furthermore, the result of the retrieval, which is obtained in the retrieval concerning the history of inquiries, is sent to the user in step 055025.

Please replace the paragraph at page 23, lines 2-15, with the following amended paragraph:

Moreover, if the user selects the retrieval concerning the history of answers in step 054021, he inputs a name of the plant about which the retrieval is performed, in step 060030, and then input a name of a component or a part of the plant, about which the retrieval is performed, in step 064031. Further, he inputs the phenomenon which has occurred at the component (the part), in step 062032. When the inputting of the above information is completed, an answer to the information input by the user, such as the phenomenon, etc., is searched in the information previously stored

U.S. Application No. 09/775,575

in the data base in step ~~063033~~, a countermeasure to the phenomenon which has occurred is output. After the output result of the retrieval is stored in the data base along with the retrieval conditions input by the user in step ~~064034~~, it is sent to the user in step ~~065035~~.

Please replace the paragraph at page 23, lines 16-19, with the following amended paragraph:

Next, the answer-retrieval performed in step ~~063-033~~ is explained below in detail with reference to Fig. 26. Fig. 26 shows examples of input of the retrieval conditions and results of the retrieval.

Please replace the paragraph at page 23, line 20 – page 24, line 7, with the following amended paragraph:

In the answer-retrieval, as shown in Fig. 26, the user inputs a name 81 of a component of the object plant, a portion 82 of the component, at which an anomaly has occurred, a phenomenon 83 which has occurred at the portion 82, as the retrieval conditions 80. By inputting the above retrieval ~~conditions 82~~ conditions 80, a cause 85 of the anomaly and a countermeasure 86 to the anomaly are output as the results of the retrieval. That is, by the inputting of the retrieval conditions 80, which is performed by the user or the information service furnisher, the retrieval system 71 ~~or 72 or 74~~ executes the retrieval process so that an answer which accords with the

U.S. Application No. 09/775,575

input retrieval condition 82 is selected from among the information previously stored in the data base.

On page 26, between lines 10 and 11, please insert the following paragraph:

In Fig. 7, a flow chart of processes performed by the information service furnisher in order to create an answer document while using the answer system 12 for the information service furnisher, is mainly shown. That is, the processes performed by the information processing program (2) 14 shown in Fig. 1, are shown in detail in Fig. 7.

Please replace the paragraph at page 26, lines 20-25, with the following amended paragraph:

If any person in the answer center 18 receives the fixed-form e-mail, he logs in the answer system ~~4242-12~~ for the information service furnisher, and performs the predetermined processes. Further, he sends a fixed-form e-mail to the next person in charge, and ends the processing of the sent fixed-form e-mail.